



G-Cloud 15 Service Definition Document

Oracle Cloud BAU Support (PaaS/IaaS)

v1.0

Lot 3: Cloud Support

Submitted By
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1 Oracle Cloud BAU Support (PaaS/IaaS)

1.1 Service Overview

This service provides ongoing Business-as-Usual (BAU) operational support for Oracle Cloud Infrastructure (OCI) and Oracle PaaS environments. It is designed for public sector organisations running production workloads that require secure, stable, and well-governed cloud platforms without building large in-house cloud operations teams. The service delivers monitoring, administration, optimisation, security management, and platform governance to ensure reliable and compliant cloud operations.

1.2 Service Summary

We operate, monitor, secure, and optimise Oracle Cloud IaaS and PaaS environments so buyers achieve stable, resilient, and well-governed cloud platforms with reliable and predictable performance and controlled risk.

1.3 Buyer's Outcomes

Buyers using this service can expect:

- Improved platform availability through proactive monitoring and preventive maintenance.
- Faster incident resolution using structured 24/7 cloud operations processes.
- Reduced operational and security risk through controlled access and governance.
- Predictable performance through capacity planning and optimisation.
- Better cost control through usage monitoring and cloud consumption analysis.
- Stronger compliance posture aligned to public sector standards.
- Reduced need for specialist in-house cloud platform resources.

1.4 Buyer Personas (Who This Service Is For)

Buyer role	Primary objectives	Typical use case
Head of IT / CIO	Ensure secure and reliable cloud platforms	Outsourced operation of Oracle Cloud estate
Cloud Platform Manager	Maintain platform stability and governance	BAU management of OCI environments
Service Delivery Manager	Meet SLAs and service continuity targets	Operational support for production workloads
Enterprise Architect	Maintain standards and architecture control	Govern multi-environment Oracle Cloud estate
Information Security Lead	Ensure secure configurations and compliance	Ongoing cloud security and access control

1.5 Key Service Capabilities

Our service capabilities describe what we are able to do for buyers and how we apply our experience for buyer to help with managing their PaaS and IaaS landscapes while enriching it capabilities from the sidelines.

- 24/7 Platform Monitoring – Continuous health monitoring and alert management.
- IaaS Administration – Managed compute, storage, and network operations.

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- Security & Access Control – Role-based access and secure configuration management.
- Backup & Patch Management – Regular backups and controlled patching cycles.
- Disaster Recovery Support – Managed recovery readiness and resilience oversight.
- Performance Optimisation – Resource tuning to maintain stable performance.
- PaaS Environment Administration – Operational support for APEX, OIC, and VBCS.
- Autonomous Database Support – Monitoring and optimisation of cloud databases.
- Integration & API Monitoring – Oversight of interfaces and data flows.
- Change & Release Governance – Controlled platform changes and release oversight.

1.6 Service Feature mapped to Service Benefits

Feature	Buyer Benefits
24/7 monitoring and incident management	Reduced downtime through early issue resolution
IaaS and PaaS administration	Stable, well-managed cloud environments
Security configuration and access control	Lower security risk and stronger compliance
Backup, patching, and disaster recovery support	Improved data protection and service resilience
Performance, capacity, and cost optimisation	Efficient resource use and controlled cloud spend
Integration monitoring and change governance	Reliable system connectivity with controlled updates
24/7 monitoring and incident management	Reduced downtime through early issue resolution

1.7 What's In & Out

In Scope	Out of Scope
BAU operation of OCI IaaS and Oracle PaaS services	New system implementation projects
Incident, problem, and change management	Major version upgrades
Monitoring, alerting, and platform health checks	Application development work
Backup, patching, and DR administration	Third-party system support unless agreed
Security configuration and access control	Business process support
Capacity and cost optimisation	End-user device or desktop support
Platform configuration management	Custom development beyond minor enhancements

1.8 Engagement Model

We deliver the service using a structured, phased approach that aligns with Oracle Cloud implementation programmes.

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Phases	Scope	Outputs
Discovery & Onboarding	Environment review, access setup, knowledge transfer	Support readiness report
Service Transition	Monitoring setup, runbook creation	Operational service baseline
BAU Operations	Incident, change, monitoring, optimisation	Stable cloud platform
Continuous Improvement	Performance, cost, governance enhancements	Optimised service posture

Typical Onboarding Timelines

Size of EBS Estate	Typical Scope	Typical Timeline
Small	1–2 environments, limited integrations	2–4 weeks onboarding
Medium	Multi-env, moderate integrations	4–6 weeks onboarding
Large	Enterprise multi-workload estate	6–10 weeks onboarding

Actual timelines depend on finalisation of the scope, data volume and business readiness for the transformation.

1.9 Pricing Model

This service is priced using transparent, SFIA-aligned day rates under the G-Cloud framework, allowing buyers to select a model that matches operational scale, complexity, and improvement needs. Pricing reflects the level of service coverage, environment size, integration landscape, and modernisation activity required.:

- Number of environments supported
- Scope of OCI & PaaS services in use
- Workload criticality & SLA expectations
- Support coverage window (hours of cover)
- Integration and interface complexity
- Security, compliance & governance depth

1.10 What Drives Cost (Evaluator View)

Cost Driver	Impact on Price
Size of Cloud Estate (environments and services)	More environments and Oracle services increase monitoring, administration, and operational workload.
Workload Criticality & SLA Expectations	Business-critical systems require higher resilience, faster response, and stronger operational oversight.
Support Coverage Window	Extending from business hours to 24/7 significantly increases staffing and operational readiness.
Integration Complexity	Multiple or real-time integrations increase troubleshooting effort and operational risk management.
Security, Compliance & Governance Depth	Enhanced controls, reporting, and audit support add ongoing management effort.

Cost Driver	Impact on Price
Resilience & Disaster Recovery Model	Multi-region, high-availability, or strict recovery targets increase operational responsibility and testing effort.

1.11 Roles and Responsibilities

Supplier Responsibilities

- Operate, monitor, and administer agreed Oracle Cloud IaaS and PaaS services.
- Manage incidents, changes, security configurations, backups, and platform health.
- Provide reporting, service reviews, and continuous operational improvement.

Buyer Responsibilities

To ensure successful delivery, the client must:

- Provide timely access, approvals, and accurate environment information.
- Retain ownership of data, business processes, and application-level decisions.
- Ensure network connectivity, licences, and third-party dependencies are in place.

1.12 Service Levels and Performance Management

- Service performance governed through defined SLAs covering response, resolution, availability, and change success rates.
- Incident priority levels aligned to business criticality to ensure appropriate handling speed.
- Routine service requests managed through controlled and auditable workflows.
- Monthly service reporting providing performance trends and operational insight.
- Regular service review meetings driving governance and continuous improvement.
- KPI tracking used to measure service stability and quality.
- Root cause analysis conducted for major incidents to prevent recurrence.
- Structured service optimisation planning supporting ongoing risk reduction and performance improvement.

1.13 Delivery Constraints and Pricing Assumptions

- Service limited to agreed Oracle Cloud IaaS and PaaS scope.
- Pricing assumes BAU support, not transformation or new projects.
- Buyer must provide timely access, approvals, and accurate information.
- Service depends on Oracle Cloud availability and network stability.
- Non-standard or unsupported services may increase effort and cost.
- Changes in estate size, integrations, or support hours affect pricing.
- Security, compliance, and data residency requirements confirmed at onboarding.

1.14 Security and Data Protection

- Aligned with UK GDPR and the Data Protection Act 2018
- No transfer of data ownership
- Role-based, advisory-only access to buyer environments

- Operates in line with ISO 27001 and ISO 9001 principles
- Aligned to the Oracle Cloud shared responsibility model

1.15 Accessibility and Inclusivity

The service is delivered in a manner that supports inclusive participation. This includes:

- Provision of documentation in accessible digital formats on request
- Use of clear, plain language suitable for mixed technical and non-technical audiences
- Flexible engagement approaches to support diverse stakeholder needs

1.16 Risks, Limitations and Mitigations

As an advisory service, successful outcomes depend on the accuracy and completeness of information provided by the buyer and on subsequent implementation by the buyer or third parties.

Identified risks include:

- Changes in scope or priorities during delivery
- Dependency on third-party delivery partners

Mitigations include:

- Clear assumptions and constraints documented at the outset
- Regular validation of findings with stakeholders
- Transparent documentation of recommendations and trade-offs

1.17 Service Management and Governance

Each engagement is managed using an agreed delivery plan and governance structure. This includes:

- Defined roles and responsibilities
- Quality assurance of deliverables
- Risk and issue management
- Continuous improvement informed by buyer feedback